

Welcome

At Saint Elizabeths Hospital, we appreciate the positive role that our visitors (friends, family, attorneys, case managers and others) can play in the recovery of individuals in our care. As a result, we want your visit here to be as smooth and meaningful as possible for both you and your loved one or client. This brochure describes our visiting procedures, so you know what to expect when you come for a visit.

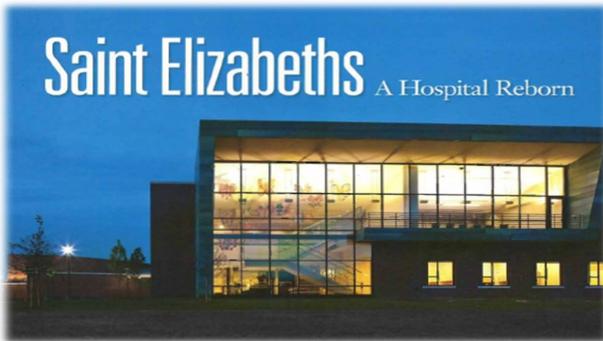
I hope you find it useful.

*Sincerely,
Mark Chastang
Chief Executive Officer*

Where to Go for Your Visit

Individuals in our care reside in 11 residential units called Houses. The building has two entrances, the Transitional Entrance and the Intensive Entrance. The table on the following page shows the entrance for each House.

If your loved one is able to tell you in advance the House in which he/she resides, it will help you to get there more quickly. Please call ahead if you will require special accommodation(s) during the visit.



House Entrance

Transitional	Intensive
1A: Allison House	1C: O'Malley House
1B: Barton House	1D: Dix House
	1E: Hayden House
	1F: Shields House
	1G: Howard House
	2A: Gorelick House
	2B: Nichols House
	2C: Blackburn House
	2D: Franz House

If you don't know which house you are visiting, go to the Transitional Entrance. A staff member at the Solutions Center will be able to assist you.

When to Visit

Please note that visitors will not be processed less than half an hour before visiting hours end.

Approved Family & Friends

- Mon-Fri (except holidays): 6:00pm-8pm
- Sat/Sun/holidays: 1:00pm-8:00pm

Legal Visitors

- Mon-Fri: 9:00am-6:00pm (may be subject to longer wait times without prior approval from the Deputy Director of Forensic Service); 24 hr. notice for after hours visits; 48-hr. notice for weekends/holidays. In exigent circumstances call 202-299-5990.

Expert Visitors

- Five day prior notice is required.

How Visiting Works

When you report to one of the two hospital entrances, the staff will take your name and verify that you are on the individual's visitors list. After you have been through a security screening which includes providing a government ID, signing in, getting a visitor's badge/wrist tag, and locking away personal items (phones, pocketbooks, etc.), staff will take you to see your loved one or client.

- If you are visiting someone in 1A or 1B, your visit will likely occur in the House where your loved one/client resides.
- If you are visiting someone on the other units, your visit will occur in the Visitation Room.
- Individuals may have up to 4 visitors at the same time, which may include combinations of 3 adults and 1 child or 2 adults and up to 2 children
- Please note that all visitors must go through a security screening, but no ID is required for the minor child.

Visits For Treatment Team Meetings

If you are here to participate in a treatment team meeting, you may come whenever that treatment team meeting has been scheduled. Please arrive 30 minutes early to ensure there is time to process you before the meeting begins.

Restraint/Seclusion debriefings occur the morning of the next business day, following rounds. Contact the social worker about the time and location for the debriefing.

Please Keep in Mind

Privacy Policy: Federal law forbids us from disclosing who resides at the hospital. Therefore, we ask individuals in our care to provide a list of the names of the persons who they would like to be able to visit them. We are only able to confirm your loved one resides here and arrange the visit if your name is on that list (exceptions are rare and must be approved by the treatment team). For privacy reasons, no photographs or video recording may be taken while you are at the hospital. We apologize in advance for any inconvenience this may cause.

Legal/Expert Visits: At the time of each visit, attorneys and members of their legal team must provide proof of representation. Attorneys also arrange expert visits in advance in accordance with hospital policy.

Appropriate Dress: The hospital is a therapeutic environment, so we ask that visitors dress appropriately. Clothing that is tight, revealing, excessively baggy, or displays content that is gang-related or obscene, racial, or sexual in nature should not be worn. Hospital staff may ask you to change, or not allow a visit if these items are worn.

Parking: Please consider public transportation as parking is limited.

What You Can/Cannot Bring: For the safety of hospital staff and individuals in our care, we do not permit visitors to bring prohibited items into the building. Prohibited items include, but are not limited to cigarettes, drugs, alcoholic beverages, metal cans, pens and pencils, knives, weapons, scissors, glass items, illegal drugs, and explosive and incendiary devices (e.g. lighters, matches).

If you bring a bag, purse, cell phone, or other belongings, staff at the reception desk will provide you with a visitor locker so you can safely store them during your visit. Items/packages must be screened by Safety Department and inventoried by the Nursing Department before they can be given to individuals in care.

Food: The hospital allows visitors to bring in food for very special occasions, e.g. birthdays, and ONLY if it has been preapproved by the Clinical Administrator. Food must be commercially sealed, go through security screening, and be eaten at the time of the visit.

No Smoking Campus: The hospital is a non-smoking facility so tobacco/smoking products and/or smoking (including vaping) are not allowed on the campus, which includes outside

We Encourage Feedback

We strive to make the visiting experience as smooth and welcoming as possible for family and friends of individuals in our care. Should you have any concerns about your visiting experience, or about the care your loved one is receiving, please contact us.

For concerns about your visiting experience, or for questions before visiting, please contact:

Consumer Affairs at 202-299-5730.

For concerns about the clinical care your loved one is receiving, you may contact:

Clinical Administrator or Nurse Manager of the House in which your loved one resides.

If you do not have their number, call the main hospital number at **202-299-5000**, and obtain the number from the operator.



Visitors Welcome Guide

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*Saint Elizabeths Hospital
DC Department of Behavioral
Health*

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